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Home Care: Where to Find It 2009

Maine Aging and Disability Services

Maine Department of Health and Human Services

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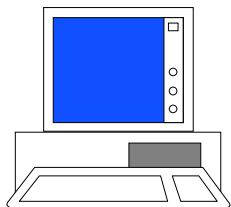
Home Care: Where to Find It



Department of
Health and Human Services

Office of Elder Services

APRIL 2009



**The *Resource Directory for Older People in Maine* and
this publication,
Home Care: Where to Find It,
are available on the Internet at:**

www.maine.gov/dhhs/oes



State of Maine

Published by:

Office of Elder Services
Department of Health and Human Services
32 Blossom Lane
11 State House Station
Augusta, Maine 04333-0011
(207)287-9200 FAX: (207)287-9229

Toll Free Nationwide: 1(800)262-2232

TTY: 1-800-606-0215

**TTY numbers are for teletypewriter (or text
telephone) users.**

John Elias Baldacci
Governor

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INTRODUCTION

You, or a family member, may need help to stay at home. There are so many programs that sometimes it is hard to know where to start. This booklet is about services that are available in Maine.

There is government financial help for most of the programs described in this booklet. Many programs ask people to pay part of the cost. You do not have to be low income to qualify for many programs.

What is home care?

Most people prefer to stay at home and get the help or services they need in familiar surroundings. They often rely on family, neighbors, or friends. Sometimes, though, paid help is needed.

Home care services include things like Meals on Wheels, adult day services, nursing care at home, housekeeping services, and relief for caregivers.

For more information about programs in your area, contact your local Area Agency on Aging (see pages 15-16 for a listing), or call the Office of Elder Services at 1-800-262-2232. Text telephone users may call the TTY number at 1-800-606-0215. These are toll free calls.

CHOOSING A HOME CARE AGENCY

These are some questions you might want to ask when arranging for home care services:

- Is the agency registered with or licensed or certified by the State?
- Is the agency bonded or does it carry liability insurance?
- Does the agency conduct criminal background checks on employees?
- What training does the staff receive?
- Does the agency require the assigned worker to call if he/she is not coming?
- If the assigned worker cannot come, does the agency provide a substitute?
- Who do I call if there is a problem with the worker who comes into my home?
- Can I reach the agency on evenings and weekends?

ADAPTIVE EQUIPMENT

Adaptive equipment is anything that helps someone with a disability to be more independent. Adaptive equipment includes “gadgets” such as telephone amplifiers, talking clocks, large-print books, cooking and eating utensils for one-handed use, self-threading needles, lifts for getting upstairs, long-handled garden tools. Other examples are:

- a lever handle on a door
- a motorized wheelchair
- a roll-in shower
- a wheelchair lift for a business, home, or van
- a computer that reads aloud to a person who is blind or has low vision
- a text telephone (TTY)
- assistive animals, such as dogs that help people with visual or hearing impairments
- a communication device for person who cannot talk

The Kim D. Wallace Adaptive Equipment Loan Program is a fund that makes low interest, long term loans available to Maine citizens and businesses who need adaptive equipment. For more information, call Alpha One, listed in this booklet, or the Finance Authority of Maine at (207) 623-3263.

www.alphaonenow.org

ADULT DAY SERVICES

A place for friendship and activities during the day. Adult Day Services provide a respite for caregivers.

Androscoggin County

Caring Hands Adult Day Health Services
540 College Street
Lewiston, ME 04240 783-2039

Clover Manor Adult Day Care
440 Minot Avenue
Auburn, ME 04210 784-3573

The Lamp Alzheimer’s Adult Day Care
64 Lisbon Street
Lisbon, ME 04250 353-4318

Aroostook County

Day Break Adult Day Care
59 Bennett Avenue
Caribou, ME 04736 496-4284

ADULT DAY SERVICES (Cont.)

DayBreak II
Church Street
Presque Isle, ME 04769..... 764-3396

Madigan Estates Adult Day Care Program
93 Military Street
Houlton, ME 04730..... 532-6593

Cumberland County

Barron Center Adult Day Care I & II
1145 Brighton Avenue
Portland, ME 04102 774-2623

Freeport Nursing Home Adult Day Care
3 East Street
Freeport, ME 04032 865-4713

Gorham House Adult Day Services
50 New Portland Road
Gorham, ME 04038..... 839-5757

Harbor Adult Day Services Program
27 Forest Falls Drive
Yarmouth, ME 04096.....846-0044

Island Commons Adult Day Care
132 Litchfield Road
Chebeague Island, ME 04017.....846-4456

Respite Care - Brunswick
320 Church Street
Brunswick, ME 04011729-8571

Sedgewood Commons Adult Day Care
22 Northbrook Drive
Falmouth, ME 04105781-5775

St. Joseph's Manor Adult Day Health Care Center
1133 Washington Avenue
Portland, ME 04103.....797-0600

The Parkinson's Program at Pine Tree Society
51 US Route 1- Suite G
Scarborough, ME 04074.....443-3341

Franklin County

CCI-Franklin County Adult Day Services
17 Pleasant Street
Farmington, ME 04938.....364-3721

ADULT DAY SERVICES (Cont.)

Hancock County

Island Nursing Home Adult Day Services
Route 15
Deer Isle, ME 04627 348-2351

Robert and Mary’s Place
50 Meadowview Lane
Ellsworth, ME 04605.....667-5449

Kennebec County

Alzheimer’s Care Center Adult Day Services
154 Dresden Avenue
Gardiner, ME 04345..... 626-1769

William S. Cohen Community Center
Town Farm Road
Hallowell, ME 04347 626-7777

Heritage Manor Adult Day Care Program
Old Lewiston Road
Winthrop, ME 04364..... 377-9965

Muskie Center Adult Day Services
38 Gold Street
Waterville, ME 04901873-4745

Knox County

Windward Gardens Adult Day Care
105 Mechanic Street
Camden, ME 04843236-4197

Ivan Calderwood Home
17 Beaver Dam Road
Vinalhaven, ME 04863.....863-9980

Lincoln County

Riverside Adult Day Service
51 Schooner Street
Damariscotta, ME 04543.....563-4200

Oxford County

CCI-Oxford County Adult Day Services
20 Congress Street
Rumford, ME 04276.....364-3721

ADULT DAY SERVICES (Cont.)

Victorian Villa Adult Day Care Program
 Route 108
 Canton, ME 04221 597-2250

CCI – South Paris
 98 High Street
 South Paris, ME 04281 364-3721

Penobscot County

Apple Orchard Senior Day Center
 Outer Union Street
 Hermon, ME 04401 848-3209

Golden Years Adult Day Break
 44 Perkins Avenue
 Old Town, ME 04468 827-7294

Mountain Heights Adult Day Services
 10 Houlton Road
 Patten, ME 04765 528-2200

My Friend’s Place
 703 Essex Street
 Bangor, ME 04401 945-9567

Ross Manor Associates Day Health Services
 758 Broadway

Bangor, ME 04401 941-8400

Westgate Manor Adult Day Program
 750 Union Street
 Bangor, ME 04401 942-7336

Piscataquis County

Ardell Adult Day Care Service
 19 Davis Street
 Dover-Foxcroft, ME 04024 564-2466

Monument Square Charlotte White Center
 6 Monument Square
 Dover-Foxcroft, ME 04426 564-0004

Sagadahoc County

Plant Memorial Home Elder Day Care
 1 Washington Street
 Bath, ME 04530 443-2244

Sky-Hy Adult Day Care
 32 Sky-Hy Drive
 Topsham, ME 04086 725-7577

ADULT DAY SERVICES (Cont.)

Somerset County

Maplecrest Rehab & Living Center ADC Program
174 Main Street
Madison, ME 04950..... 696-8225

Waldo County

Robert and Mary's Place in Machias
36 Dublin Hill
Machias, ME 04654.....271-0017

TallPines Adult Day Program
21 Martin Lane
Belfast, ME 04915..... 338-4117

Turning Tides
16 Estates Road
Cherryfield, ME 04622.....546-7581

Waldo County Senior Spectrum ADP
18 Merriam Road
Belfast, ME 04915..... 338-1190

Washington County

Campbell's Hill Adult Day Care I & II
PO Box 254
Cherryfield, ME 04622.....546-0990

Hummer Hill Adult Day Care
Route 189
Whiting, ME 04619.....773-4715

New Horizons Adult Day Care
144 South Street
Calais, ME 04619454-3709

York County

Kennebunk Nursing Center Adult Day Health Care
158 Ross Road
Gorham, ME 04038.....985-7141

Partners In Caregiving, Inc.
Adult Day Health Services
38 May Street
Biddeford, ME 04005.....282-6504

Pavillion Adult Day Services
10 Hillcrest Drive
Sanford, ME 04073.....324-4310

ADULT DAY SERVICES (Cont.)

Saco River Senior Center
Route #202, 802 Main Street
Waterboro, ME 04087.....247-9000

The Shaw House Adult Day Services
257 South Street
Biddeford, ME 04005.....283-1275

Truslow Adult Day Center
333 Lincoln Street
Saco, ME 04072 283-0166

ALZHEIMER'S DISEASE AND OTHER DEMENTIAS

Care and Support for People with Alzheimer's Disease and Other Dementias

Many of the agencies and organizations listed in this booklet serve people who have Alzheimer's or other dementias. You may want to check with the Maine Alzheimer's Association for more information about specialized services. The Association is dedicated to providing information, services and support for people with Alzheimer's Disease, their families, and caregivers. By calling or writing the Association at the toll free number or address below, you can get a directory of services:

The Alzheimer's Association
163 Lancaster Street, Suite 160 B
Portland, ME 04101-2406
1-800-660-2871 or 772-0115
Fax# 772-0354
www.mainealz.org

Alzheimer's Respite/Relief for Caregivers

If you are caring for an older person and need some time off from your duties, contact your local Area Agency on Aging (next pages) or the Office of Elder Services at 1-800-262-2232, 287-9200 or TTY 1-800-606-0215. The Adult Day Providers listed on pages 4-13 may also be helpful to you.
http://beas.dhs.maine.gov/rcare/adc_search.asp

AREA AGENCIES ON AGING

Wherever you live in Maine, the services of an Area Agency on Aging are available to you. Their goal is to assure that older people and their caregivers receive support to maintain their independence and dignity in the community.

Call your local Area Agency on Aging at 1-877-353-3771 (ELDERS1) about:

- Adult Day Services
- Caregiver Support
- Employment
- Health Insurance Information
- Home Repairs
- Housing
- Information and Assistance
- Meals on Wheels (home-delivered meals)
- Recreational Activities
- Senior Dining Centers
- Transportation
- Volunteer programs

Androscoggin, Franklin and Oxford Counties

SeniorsPlus (formerly: Western Area Agency on Aging)
465 Main Street, PO Box 659
Lewiston, ME 04243-0659..... 1-800-427-1241
795-4010 or TTY 795-7232

Web site: www.seniorsplus.org

Aroostook County

Aroostook Area Agency on Aging
33 Davis Street, PO Box 1288
Presque Isle, ME 04769..... 1-800-439-1789
V/TTY 764-3396

Web site: www.arostookaging.org

Cumberland and York Counties

Southern Maine Agency on Aging
307 Cumberland Avenue, P.O. Box 10480
Portland, ME 04104.....V/TTY 1-800-427-7411
V/TTY 775-6503

Web site: www.smaaa.org

Hancock, Penobscot, Piscataquis and Washington Counties

Eastern Agency on Aging
450 Essex Street
Bangor, ME 04401-9810.....V/TTY 1-800-432-7812
V/TTY 941-2865

Web site: www.eaaa.org

Knox, Lincoln, Waldo, Somerset, Sagadahoc and Kennebec Counties, Brunswick and Harpswell

Senior Spectrum
One Weston Court, PO Box 2589
Augusta, ME 04338-2589.....622-9212
1-800-639-1553
TTY 1-800-464-8703

Web site: www.seniorspectrum.com

OFFICE OF INTEGRATED ACCESS & SUPPORT

The Office of Integrated Access and Support is part of the Department of Health and Human Services. They determine financial eligibility for MaineCare programs. They have a series of pamphlets that help people learn about MaineCare rules. For example, **Pamphlet 1** answers questions about financial eligibility for nursing home care in Maine. **Pamphlet 2** gives important information you need to know about giving away or transferring money or property. **Pamphlet 3** explains financial rules for MaineCare while in a nursing home. **Pamphlet 4** is about getting help from MaineCare for nursing care services in your home. If you would like any of these pamphlets or more information on financial eligibility, call the OIAS office nearest you.

Portland.....	822-2071	1-800-482-7520
	Fax 822-2310	TTY 1-800-720-1925
Sanford.....	490-5418	1-800-482-0790
	Fax 490-5499	TTY 1-800-606-0215
Biddeford	286-2430	1-800-322-1919
	Fax 286-2546	TTY 1-800-606-0215
Lewiston	795-4394	1-800-482-7517
	Fax 795-4559	TTY 1-800-606-0215
South Paris.....	744-1250.....	1-888-593-9775
	Fax 743-8735.....	TTY 1-800-606-0215

Farmington.....	778-8400.....	1-800-442-6382
	Fax 778-8429	TTY 778-8439
Augusta	624-8090.....	1-800-452-1926
	Fax 624-8124	TTY 1-800-606-0215
Rockland	596-4217.....	1-800-432-7802
	Fax 596-4235	TTY 1-800-606-0215
Skowhegan.....	474-4848.....	1-800-452-4602
	Fax 474-4890	TTY 1-800-606-0215
Bangor.....	561-4333.....	1-800-432-7825
	Fax 561-4493	TTY 1-800-606-0215
Ellsworth	667-1656.....	1-800-432-7823
	Fax 667-1669	TTY 1-800-606-0215
Machias	255-2027.....	1-800-432-7846
	Fax 255-2022	TTY 1-800-606-0215
Calais.....	454-9020.....	1-800-622-1400
	Fax 454-9012	TTY 1-800-606-0215
Houlton.....	532-5085.....	1-800-432-7338
	Fax 532-5027	TTY 1-800-606-0215
Caribou.....	493-4050.....	1-800-432-7366
	Fax 493-4001	TTY 1-800-606-0215
Fort Kent	834-7700.....	1-800-432-7340
	Fax 834-7701	TTY 1-800-606-0215

CHOICE LETTER

If you are assessed (see Long-term Care Assessment on page 66) for medical eligibility for certain long-term care programs by a nurse from the assessing agency, you will be asked to sign a “Choice Letter.” If you choose to receive care in your home, for example, rather than in a nursing home, you would select that choice and sign the “Choice Letter.” Your signature means that services can start as soon as possible. An agency cannot start providing you with help until you sign the Choice Letter.

CHORE SERVICES

Chore services are intended to help consumers with occasional heavy cleaning, lawn mowing, snow shoveling, trash removal, repairs and similar tasks to eliminate safety hazards in the home setting. These services are available through the OES Homemaker Program. The Area Agencies on Aging may also be able to provide this type of help (see pages 15-16).

COMMUNITY OPTIONS

Community Options is part of the Office of Elder Services. If you have been staying in a nursing home or hospital and want help to go back home or to another setting call 1-800-262-2232.

COST SHARING

Cost sharing is also called copayment, or copay for short. Some programs require that you pay part of the cost of the services you get. The copayment amount depends on your financial information.

ELDER INDEPENDENCE OF MAINE (EIM)

Elder Independence of Maine (EIM) is the home care coordination agency for Maine. It is a part of SeniorsPlus, an area agency on aging. EIM receives assessments done by nurses from Goold Health Systems, sets up the services and sees that the care matches the person's needs and is properly provided. If you are receiving care now and have questions, you may call weekdays between 7 a.m. and 6 p.m. You can leave messages in the evening and on weekends.

Telephone (toll free)..... 1-888-234-3920
TTY 795-7232
Lewiston/Auburn area (local call)..... 795-7213

Mailing Address:

Elder Independence of Maine
PO Box 659
Lewiston, Maine 04240

Telephone (toll free).....1-866-456-2322
Bangor area (local call).....990-1581

Mailing Address:

Elder Independence of Maine
81 Main Street
Bangor, ME 04401
www.elderindependence.org

EMERGENCY RESPONSE SYSTEMS

*For emergency help when you are alone
and cannot get to the phone.*

A personal emergency response system (ERS) is an electronic device which helps people in an emergency. The system is connected to a person's phone and programmed to signal a response center once a "HELP" button is activated. ERS services are used mostly by people who live alone. Usually there is a monthly charge for this service. Ask about getting one free or for a low price.

STATEWIDE

Colonial Medical Alert Systems

Nashua, NH.....323-6794

Lifeline Systems, Inc.

Framingham, MA.....451-0525

Maine Emergency Response System

Dover, NH.....888-0338

Seacoast Security & Telephone

West Rockport.....432-1795

Sisters of Charity Health Systems

Lewiston.....777-8570

EMERGENCY RESPONSE SYSTEM (CONT.)

Pioneer Medical Systems
Melrose, MA.....338-2303

Androscoggin County

Commuity Health Services, Inc.
Portland, Maine.....479-4331

Franklin Memorial Hospital Lifeline
Farmington.....779-2555

Interim Healthcare
South Portland.....775-3366

Interim Assisted Care
South Portland.....775-3366

Mid Coast Hospital Lifeline
Brunswick.....373-3635

Personal Health Services
Portland.....771-4479

Aroostook County

Cary Medical Center
Caribou.....498-6693

Lifeline-Houlton Regional Hospital

Houlton.....532-9471

TAMC Health Group
Presque Isle.....768-4258

Cumberland County

Bridges
Augusta.....876-9212

Community Health Services, Inc.
Portland.....479-4331

Home Support Services, LLC
Windham.....892-1454

Interim Healthcare
South Portland.....775-3366

Interim Assisted Care
South Portland.....775-3366

Mid Coast Hospital Lifeline
Brunswick.....373-3635

Personal Health Services
Portland.....771-4479

Southern Maine Medical Center
Biddeford.....283-7065

EMERGENCY RESPONSE SYSTEM (CONT.)

Franklin County

Franklin Memorial Hospital-Lifeline/Lifestar Program
Farmington, ME 04938(Lifeline)779-2555
(Lifestar)779-2401

Interim Healthcare
South Portland.....775-3366

Interim Assisted Care
South Portland.....775-3366

Hancock County

Blue Hill Memorial Hospital Medic Alert
Blue Hill, ME 04614 374-5172
974-5418

Maine Coast Memorial Lifeline
Ellsworth, ME 04605664-0990

Mt. Desert Island Hospital Lifeline
Bar Harbor, ME 04609..... 288-5081

Rosscare Lifeline
Bangor.....973-7080

Kennebec County

Bridges
Augusta.....876-9212

Franklin Memorial Hospital Lifeline
Farmington.....779-2555

Inland Home Care
Waterville.....861-3120

Interim Healthcare
South Portland.....775-3366

Interim Assisted Care
South Portland.....775-3366

Maine-ly Elder Care
Oakland.....465-7864

Knox County

Bridges
 Augusta.....876-9212

Coastal Medical Care
Belfast.....338-8412

Interim Healthcare
South Portland.....775-3366

EMERGENCY RESPONSE SYSTEM (CONT.)

Interim Assisted Care
South Portland.....775-3366

Miles Home Health/Hospice
Damariscotta.....563-4592

Lincoln County

Bridges
Augusta.....876-9212

Interim Healthcare
South Portland.....775-3366

Interim Assisted Care
South Portland.....775-3366

Mid Coast Lifeline
Brunswick.....373-3635

Miles Home Health/Hospice
Damariscotta.....563-4592

Personal Health Services
Portland.....771-4479

Oxford County

Androscoggin Home Care & Hospice

Lewiston.....777-7748

Community Health Services, Inc.
Nashua, NH323-6794

Interim Healthcare
South Portland.....775-3366

Interim Assisted Care
South Portland.....775-3366

Pace Paramedic Services
Norway.....743-5933

Personal Health Services
Melrose, MA.....771-4479

Rumford Hospital
Rumford.....369-1143

Rumford Community Hospital
Norway, ME 04268743-5933

Penobscot County

Maine-ly Elder Care
Oakland.....465-7864

EMERGENCY RESPONSE SYSTEM (CONT.)

Rosscare Lifeline

Bangor.....973-7080

Piscataquis County

Bridges
Augusta.....876-9212

Interim Healthcare
South Portland.....775-3366

Interim Assisted Care
South Portland.....775-3366

Lifeline-Houlton Regional Hospital
Houlton.....532-9471

Maine Coast Memorial Lifeline
Ellsworth, ME 04605664-0990

Maine-ly Elder Care
Oakland.....465-7864

Rosscare Lifeline
Bangor.....973-7080

Sagadahoc County

Bridges

Augusta.....876-9212

Community Health Services, Inc.
Nashua, NH323-6794

Interim Healthcare
South Portland.....775-3366

Interim Assisted Care
South Portland.....775-3366

Mid Coast Hospital Lifeline
Brunswick.....373-3635

Personal Health Services
Melrose, MA.....771-4479

Somerset County

Bridges
Augusta.....876-9212

Franklin Memorial Hospital Lifeline
Farmington.....779-2555

Inland Home Care
Waterville.....861-3120

EMERGENCY RESPONSE SYSTEM (CONT.)

Maine-ly Elder Care
Oakland.....465-7864

Washington County

Lifeline-Houlton Regional Hospital
Houlton.....532-9471

Maine Coast Memorial Lifeline
Ellsworth, ME 04605664-0990

Rosscare Lifeline
Bangor.....973-7080

Waldo County

Bridges
Augusta.....876-9212

Coastal Medical Care
Belfast.....338-8412

Inland Home Care
Waterville.....861-3120

Interim Healthcare
South Portland.....775-3366

Interim Assisted Care
South Portland.....775-3366

Maine-ly Elder Care
Oakland.....465-7864

Rosscare Lifeline
Bangor.....973-7080

York County

Community Health Services, Inc.
Nashua, NH323-6794

H.D. Goodall Hospital
Sanford.....324-4310
Interim Healthcare
South Portland.....775-3366

Interim Assisted Care
South Portland.....775-3366

Personal Health Services
Melrose, MA.....771-4479

Southern Maine Medical Center
Biddeford283-7065

York Hospital
York363-4321

ESTATE RECOVERY

The MaineCare Estate Recovery law means that the State has a claim against the estates of certain MaineCare recipients at the time of their death.

If you have questions about this law, or how it affects you, call the Estate Recovery Unit at 1-800-572-3839. Seek professional assistance, such as an attorney specializing in elder law, when deciding how to handle estate planning.

Contact Legal Services for the Elderly at 207-621-0087 or 1-800-750-5353 or Pine Tree Legal Assistance at 207-622-4731.

**FINANCIAL ELIGIBILITY FOR MAINECARE
(MEDICAID)**

For information about financial eligibility, contact the Department of Health and Human Services regional office nearest you. Offices are located in Portland, Biddeford, Sanford, Lewiston, Farmington, Augusta, Rockland, Skowhegan, Bangor, Calais, Fort Kent, Ellsworth, Caribou, Houlton and Machias (see pages 17-18).

**GERIATRIC EVALUATION CENTERS
(MEMORY CLINICS)**

At memory clinics, a physician and a social worker do medical evaluations of people with dementia. They can determine what type of dementia a person has, and give them and their families information about medical and social services they might need. Ask about fees or whether the evaluation is free.

Bangor	Alzheimer’s and Memory Center Eastern Neurology Associates947-0558 Community Health & Counseling Services947-0366 Rosscare The Center for Healthy Aging.. 973-7094
Biddeford	University of New England Division on Aging.....1-800-930-2437283-4882
Caribou	Cary Medical Center.....498-1394
Gardiner	Alzheimer’s Care Center, Gardiner...626-1770
Scarborough	The Maine Medical Center Geriatric Center885- 7591 Toll Free.....1-800-540-1918

GOOLD HEALTH SYSTEMS

Goold Health Systems, Inc. is the agency designated to conduct State of Maine Long-term Care Assessments. Goold employs registered nurses throughout the state who come to where you are to assess your needs. The assessment is free, required for people entering nursing homes, and is available to anyone who wants to know what services are available and affordable. You may call weekdays between 8 a.m. and 5 p.m. to schedule an assessment. When calling evenings and weekends leave the name of the person who wants the assessment and the town or county they live in. A nurse will return the call on the following work day.

Local/Out-of-State 207-621-1346
Telephone (toll free)1-800-609-7893
TTY 1-888-720-1925

Mailing Address:
Goold Health Systems
P.O. Box 1090
Augusta, Maine 04332

<http://www.ghsinc.com/home.php>

HOME HEALTH AGENCIES

Nurses and other professionals (Physical Therapists, Occupational Therapists, Speech Therapists, Social

Workers and Home Health Aides) who come to your home to assist you with your health needs.

*Agencies listed in this section noted by an asterisk are licensed but do not take Medicare payment. All others accept Medicare and MaineCare (formerly Medicaid) payments.

NOTE: MANY AGENCIES SERVE MORE THAN ONE COUNTY.

Androscoggin County

Arcadia Health Care
229 Center Street
Auburn, ME 04210.....786-3337

Androscoggin HomeCare and Hospice
P.O. Box 819
Lewiston, ME 04240-0819777-7740
1-800-482-7412

Clover Home Health, Inc.
477 Minot Avenue
Auburn, ME 04210777-7166

HOME HEALTH AGENCIES (Cont.)

Gentiva Health Services
475 Pleasant Street, Suite 9
Lewiston, ME 04240782-5767

1-800-395-2541

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Aroostook County

Aroostook Occupational Therapy
P.O. Box 386
Caribou, ME 04736.....498-2663

Aroostook Visiting Nurses
P.O. Box 688
Caribou, ME 04736.....498-2578

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Madigan Home Health Care, Inc.
93 Military Street
Houlton, ME 04730.....532-7480

Presque Isle Home Care
162 Academy Street
Presque Isle, ME 04769-3198.....764-7322

Professional Home Nursing, Inc.
PO Box 180
Caribou, ME 04736498-3915

Branch Office:

96 Market Square
Fort Kent, Maine 04743.....834-3798

Valley Home Health Services
23 Birdseye Avenue
Caribou, ME 04736492-1149

Visiting Nurses of Aroostook
14 Carroll Street
Caribou, ME 04736.....834-2578

Branch Offices:

106 Main Street
Park Terrace, Suite A2
Houlton, Maine 04730532-9261

143 East Main Street
Fort Kent, Maine 04743834-3918

642 Main Street
Presque Isle, Maine 04769764-5762

HOME HEALTH AGENCIES (Cont.)

385 East Main Street
Madawaska, Maine 04756728-6932

Cumberland County

Arcadia Health Care
17 Stanwood Street
Brunswick, ME 04011 729-6900

Admiral Home Care Services, Inc.
778 Main Street, Suite 1
South Portland, ME 04106 1-800-828-1591

Androscoggin HomeCare and Hospice
48A Main Street
Bridgton, Maine 04009 647-9689
1-800-847-0008

*Apria Healthcare
14 Yarmouth Junction
Yarmouth, ME 04096 846-8543

Atlantic Home Health
14 Maine Avenue, Suite 300
Brunswick, ME 04011 798-5953

Community Health and Nursing Services
50 Baribeau Drive
Brunswick, ME 04011 729-6782

*Critical Care Sysems
10 Donald B. Dean Drive
South Portland, ME 04106 775-3600

Home Care for Maine

211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345 582-8001
1-800-639-3084

Home Health Visiting Nurses of Southern Maine
901 Washington Avenue, Suite 104
Portland, ME 04103-2799 775-7231

Interim Healthcare Services
72 Atlantic Place
South Portland, ME 04106 775-3366

Maxim Healthcare Services, Inc.
233 Oxford Avenue, Suite 32
Portland, ME 04101 822-4010

Sandy River Home Resources
P.O. Box 110
Portland, ME 04112 774-6931

*Tech Med I.V., Inc.
400 Riverside Street
Portland, ME 04103 797-4766

VNA Home Health Care
50 Foden Road
South Portland, ME 04106 780-8624

HOME HEALTH AGENCIES (Cont.)

Franklin County

Androscoggin HomeCare and Hospice
 75 Allen Street
 Wilton, Maine 04294..... 645-5334

Gentiva Health Services
 648 Wilton Road
 Farmington, ME 04938 778-5966

Home Care for Maine
 211 Maine Avenue
 P.O. Box 358
 Gardiner, ME 04345.....582-8001
 1-800-639-3084

Hancock County

Downeast Health Services
 Christian Ridge Road, P.O. Box 1087
 Ellsworth, ME 04605-1087.....667-5304
1-800-492-5550

Hancock County HomeCare
 Water Street, Box 156
 Blue Hill, ME 04614 374-9993

Branch Office:

93 Cottage Street
 Bar Harbor, Maine 04609 288-5584

Home Care for Maine
 211 Maine Avenue
 P.O. Box 358
 Gardiner, ME 04345.....582-8001
 1-800-639-3084

Kennebec County

Care and Comfort
 105 Kennedy Memorial Drive
 Waterville, ME 04901872-5300
 1-800-366-5302

Branch Office:

1222 Hammond Street
 Bangor, ME 04401.....992-2535
 1-877-784-6993

104 Temple Road
 West Farmington, ME 04992.....778-5515
 1-866-397-3350

P.O. Box 768
 Machias, ME 04654.....255-6268
 1-866-648-2832

P.O. Box 1429
 Presque Isle, ME 04769.....764-3071
 1-866-764-3071

HOME HEALTH AGENCIES (Cont.)

HealthReach HomeCare & Hospital
 212 Main Street
 Waterville, ME 04901861-3457
 1-800-670-6959

Branch Office:

32 Winthrop Street
Augusta, Maine 04330..... 626-3435

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Inland HomeCare
200 Kennedy Memorial Drive
Waterville, ME 04901 861-3120
TTY 872-2211

Tebolt & Bolduc, Inc.
P.O. Box 93
Waterville, ME873-3742

Knox County

*Ask....For Home Care
641 St. George Road
P.O. Box 389
South Thomaston, ME 04858-0389.....594-8418

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Kno-Wal-Lin Help at Home
170 Pleasant Street
Rockland, ME 04841 594-9561

Lincoln County

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Kno-Wal-Lin Home Home Care & Hospice
940 Belvedere Road
Newcastle, ME 04553563-5119
1-800-486-5229

Miles Home Health
Business Route 1, RR #2, Box 4500
Damariscotta, ME 04543-8903.....563-8160

LONG-TERM CARE COMMUNITY PROGRAMS				
PROGRAM	SERVICES		HOW TO QUALIFY	CO-PAY?
Medicare Home Health	Nursing, Therapy, Social Work		Homebound, nursing need, 65+ or disabled, doctor's order	No
MaineCare Home Health	Nursing, Therapy, Social Work		Financially eligible; meet medical requirements; doctor's order	\$5 month
MaineCare Private Duty Nursing/Personal Care Svcs.	Nursing, Homemaking, Personal care Family Provider Option		Financially eligible; meet medical requirements	\$5 month
MaineCare Adult Day Health	Exercise, Health Monitoring, Socialization, Nursing		Financially eligible; meet medical requirements	\$5 month
MaineCare: Consumer-Directed Attendant Services	Personal Care Services, Skills Training		Financially eligible; need help with daily activities; able to direct own care	\$5 month
MaineCare Home Care Waiver: Consumer-directed	Skills training, Personal Care Emergency Response Care Coordination		Financially eligible; age 18+; must be nursing home medically eligible; able to direct own care	\$5/month
MaineCare Home and Community Benefits: Elderly and Adults with Disabilities	Personal Care, Homemaking, Nursing, Therapy, Care Coordination Family Provider Option		Financially eligible; 18-59, 60-64 if disabled, 65+ must be medically eligible for nursing home	Based on income
Home Based Care: Consumer-directed	Personal Assistance Services, Skills Training		Age 18-59 years old; need help with daily activities; able to direct own care	4% of monthly income; 3% of assets over \$30,000
Home Based Care: Elders and Other Adults	Personal Care, Homemaking, Nursing, Therapy, Care Coordination		Age 18+; need help with daily activities	4% monthly income; 3% of assets over \$15,000
Homemaker	Homemaking, chores, grocery shopping, laundry, transportation, some personal care		Age 18+; need help with daily activities; financially eligible	20% of cost of services
Alzheimer's Respite	In-home respite, institutional respite, adult day care		Diagnosis of dementia; caregiver needs respite; financially eligible	20% of cost of services
Adult Day Services	Socialization, exercise		Need help with daily activities; financially eligible	20% of cost of services

HOME HEALTH AGENCIES (Cont.)

Lincoln County

St. Andrews Home Health Agency
3 St. Andrews Lane
Boothbay Harbor, ME 04538 633-2121

Oxford County

Arcadia Heath Care,
229 Center Street,
Auburn, ME 04210,
.....(207) 786-3337

Androscoggin HomeCare and Hospice
Pottle Road
Oxford, Maine 04270743-9285

Branch Office:

Abbott Farm Road
Rumford, Maine 04276364-2728

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Penobscot County

Arcadia Health Care
12 Acme Road, Sutie 209
Brewer, ME 04412.....989-5155
Area Home Care, Inc.
66 Main St., P.O. Box 547
Lincoln, ME 04457.....794-2805

Bangor Area Visiting Nurses, Inc.
885 Union Street, Suite 220
Bangor, ME 04401 973-6550

Community Health and Counseling Services
42 Cedar Street, PO Box 425
Bangor, ME 04402-0425 947-0366

Branch Offices:

Enfield Road, PO Box 208
Lincoln, ME 04457..... 794-2001
180 Congress Street
Millinocket, Maine 04462 723-9739

14 Summer Street
Dover-Foxcroft, ME 04426 564-2267

415 Water Street
Ellsworth, ME 04605.....667-3626

Route 1, RR2, Box 339A
Machias, ME 04654.....255-8311

2 Barker Street
Calais, ME 04619.....454-2914

HOME HEALTH AGENCIES (Cont.)

Gentiva Health Services
1 Cumberland Place, Suite 108
Bangor, ME 04401990-9000
1-800-564-8511

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Home Health and Hospice of St. Joseph
St. Joseph Healthcare Park, 900 Broadway
Bangor, ME 04401-1902262-1810

New Hope Hospice, Inc.
1344 Main Road, PO Box 757
Holden, ME 04439-0757843-7521

Somerset County

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Home, Hope & Healing
P.O. Box 448
Norridgewock, ME 04957.....362-5473

SVH Care At Home
49 Main Street
Pittsfield, ME 04967 487-3726
1-800-293-6303

Waldo County

Arcadia Health Care,
17 Stanwood Street,
Brunswick, ME 04011,(207)
729-6900

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Kno-Wal-Lin Home Health Care, Inc.
Wentworth Building
147 Waldo Avenue, Suite 106
Belfast, ME 04915 338-2206
1-800-734-4442

Waldo County Home Health Care Services
119 Northport Avenue, PO Box 407
Belfast, ME 04915-0407 338-2268
338-2500 Ext. 157

Washington County

Calais Regional Hospital Home Health Agency
50 Franklin Street
Calais, Maine 04619 454-7521

Community Health and Counseling Services
Route 1, RR1 Box 339A

Machias, Maine 04654255-8311

HOME HEALTH AGENCIES (Cont.)

Branch Office:

2 Barker Street

Calais, Maine 04619.....454-2914

Home Care for Maine

211 Maine Avenue

P.O. Box 358

Gardiner, ME 04345.....582-8001

1-800-639-3084

Sunrise County Home Care Services, Inc.

11 Broadway

P.O. Box 920

Machias, ME 04654.....255-2811

Branch Offices:

RR2, Box 380

Lubec, ME 04652.....733-7500

Route #1

Baring, ME 04694.....454-2811

Miles Home Health & Hospice

940 Belvedere Rd.

Damariscotta, ME 04543.....563-4592

York County

Arcadia Health Care

455 Main Street

Springvale, ME 04083.....324-3400

Anytime Services for Seniors

Moderation Street

West Buxton, ME 04093-0568.....1-800-782-1474

Home Care for Maine

211 Maine Avenue

P.O. Box 358

Gardiner, ME 04345.....582-8001

1-800-639-3084

Home Health-Visiting Nurses

15 Industrial Park Rd.

Saco, ME 04072.....284-4566

Saco River Senior Services

P.O. Box 69

Waterboro, ME 04087.....247-9000

SMMC Visiting Nurses

P.O. Box 739

Kennebunk, ME 04043-0193.....985-4767

1-800-794-3546

Branch Office:

487 Alfred Street

Biddeford, ME 04005.....283-7446

Visiting Nurse Service

15 Industrial Park Road, RFD #1, Box 15A

Saco, ME 04072.....284-4566

1-800-482-0971

HOME HEALTH AGENCIES (Cont.)

Branch Office:
42 Brickyard Court
York, ME 03909.....363-7632
1-800-287-7632
York Hospital Home Care
15 Hospital Drive
York, ME 03909363-4321

New Hampshire

Arcadia Health Care,
455 Main Street,
Springvale, ME 04083,(207)
324-3400

Living Innovations Home Care, Inc.
P.O. Box 781
Greenland, NH 03840.....603-282-3311

New England Home Health Care
P.O. Box 722
Bangor, ME 04402-0722.....603-749-2446

HOMEMAKER/HOME CARE AGENCIES

Homemakers come to your home to assist you with household cleaning, laundry, grocery shopping and meal preparation.

Statewide

Catholic Charities of Maine
P.O. Box 343
Calais, ME 04619-0343.....454-0491 ext 2717
1-888-477-2263
..... Fax 207-299-1930

Androscoggin County

Aging Excellence
466 Main Street
Lewiston, ME 04240
Serving Oxford, Androscoggin County

Arcadia Health Care
229 Center Street
Auburn, ME 04210.....786-3337

Gentiva Health Services/Private Duty
475 Pleasant Street, 2nd Floor
Lewiston, Maine 04240..... 782-5767
1-800-640-8100

Branch Office:

105 Main Street
South Portland, ME 04106.....742-2624

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Schooner Home Health Care
200 Stetson Road
Auburn, Maine 04210.....784-2900

Aroostook County

Aroostook Home Health Services
22 Birdseye Avenue, PO Box 938
Caribou, Maine 04736492-8290

Branch Offices:

345 Market Street
Fort Kent Mills, Maine 04743834-2990

52 North Street
Presque Isle, Maine 04769.....764-7008
10 Market Square
Houlton, Maine 04730532-9971

HOMEMAKER/HOME CARE AGENCIES (Cont.)

Home Care for Maine
 211 Maine Avenue
 P.O. Box 358
 Gardiner, ME 04345.....582-8001
 1-800-639-3084

Northern Maine Speech/Language Pathology
 Presque Isle Home Care
 162 Academy Street
 Presque Isle, Maine 04769-3198764-0145

Seniors/Domestics Home Care
 520 Main Street, P.O. Box 1771
 Presque Isle, Maine 04769-1771764-5232

Cumberland County

Aging Excellence
 115 Middle Street
 Portland, ME 04101.....771-0991

Branch Offices:
 113 Pleasant Street
 Brunswick, ME 04011.....729-0991

Arcadia Health Care
 17 Stanwood Street
 Brunswick, ME 04011

*Apria HealthCare
 14 Yarmouth Junction

Yarmouth, Maine 04096 846-8543
 1-800-698-0508

Branch Office:
 100 Dowd Road
 Bangor, ME 04401.....942-5579
 1-800-696-4734

Critical Care Systems
 10 Donald B. Bean Drive
 South Portland, Maine 04106 775-3600

Home Care for Maine
 211 Maine Avenue
 P.O. Box 358
 Gardiner, ME 04345.....582-8001
 1-800-639-3084

New England Life Care
 108A Industrial Way
 Portland, ME 04103 878-1288
 1-800-439-7969

Branch Offices:
 287 Main Street
 Lewiston, ME 04240.....795-2092

885 Union Street
 Bangor, ME 04401.....990-3121

HOMEMAKER/HOME CARE AGENCIES (Cont.)

Franklin County

Arcadia Health Care,
229 Center Street, Auburn, ME 04210,(207) 786-3337

Gentiva Health Services
648 Wilton Road
Farmington, ME 04938.....778-5966

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Hancock County

Arcadia Health Care,
12 Acme Road, Suite 209,
Brewer, ME 04412,(207) 989-5155

Downeast Health Services
Christian Ridge Road, PO Box 1087
Ellsworth, Maine 04605-1087667-5304
1-800-492-5550

Branch Offices:
71 Court Street
Machias, ME 04654.....255-8280

37 Union Street
Calais, ME 04619.....454-3534

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Mount Desert Nursing Association
Summit Road, PO Box 397
Northeast Harbor, Maine 04662276-5184

Kennebec County

Assistance Plus
1604 Benton Avenue
Benton, Maine 04901453-4719

Branch Offices:
RR#5, Box 5437
Belfast, ME 04915.....338-9064

121 Broadway Street, Suite 1
Farmington, ME 04938.....336-3295

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Tebolt & Bolduc, Inc.
40 Airport Road
Waterville, Maine 04901873-3742

Knox County

*Ask....For Home Care
641 St. George Road, P.O. Box 389
South Thomaston, ME 04841-0886 354-7077

HOMEMAKER/HOME CARE AGENCIES (Cont.)

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Kno-Wal-Lin Help at Home
170 Pleasant Street
Rockland, Maine 04841 594-9561

Branch Offices:

605 Route 1, Suite 2
Newcastle, Maine 04553 563-5119
1-800-486-5229

The Wentworth Building
147 Waldo Avenue, Suite 106
Belfast, ME 04915.....338-2002

Lincoln County

Branches Homecare Services
407 Bath Road
Wiscasset, ME 04578.....882-4613

Home Care for Maine
211 Maine Avenue

P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Penobscot County

Arcadia Health Care
12 Acme Road, Suite 209
Brewer, ME 04412.....989-5155

Aging Excellence
263 State Street, Suite 31
Bangor, ME 04401.....771-0991
Serving Waldo, Hancock, Penobscot, Piscataquis, Somerset,
Franklin and Knox Counties

Gentiva Health Services/Private Duty
1 Cumberland Place, Suite 316
Bangor, Maine 04401990-9000
1-800-564-8511

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

New England Home Health Care
412 State Street, PO Box 722
Bangor, Maine 04402-0722.....945-3374

York County

Arcadia Health Care
455 Main Street
Springvale, ME 04083.....324-3400

HOMEMAKER/HOME CARE AGENCIES (Cont.)

Aging Excellence
26 Common Street
Saco, ME 04022.....283-0991
Serving York County

Branch Office:
9 western Avenue
Lower Village
Kennebunk, ME.....967-5400
Serving York County, New Hampshire

Anytime Services for Seniors
Moderation Street, PO Box 568
West Buxton, Maine 04093-0568 1-800-782-1474

Arcadia Health Care
455 Main Street
Springvale, Maine 04073 324-3400

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Saco River Senior Services

Route 202, PO Box 69
Waterboro, Maine 04087247-9000

York Hospital Discharge Visit Program
15 Hospital Drive
York, Maine 03909363-4321

New Hampshire

New England Speech Services
745 Central Avenue
Dover, NH 03820..... 603-749-2446

Branch Office:
64 Alfred Street, Suite 305
Biddeford, ME 04005
284-1019

Portsmouth Derry/Salem Home Health & Hospice Svcs.
95Brewery Lane, Unit #11
Portsmouth, NH 03801 603-436-0815

Rochester Rural District Visiting Nurse Association, Inc.
178 Farmington Road
Rochester, NH 03867..... 603-332-1133

Staff Builders, Inc./Tender Loving Care
1361 Elm Street, Suite 302
Manchester, NH 03101 603-645-9422

Wentworth-Douglass Homecare & Hospice
113 New Rochester Road, Suite #4
Dover, NH 03820-8805.....603-742-7921

HOSPICE SERVICES

Hospice is a special way of caring for people who are terminally ill, and for their families. It includes physical care and counseling.

Androscoggin County

Androscoggin Home Care and Hospice
15 Strawberry Avenue, PO Box 819
Lewiston, ME 04243-08191-800-482-7412
777-7740

Aroostook County

Hospice of Aroostook
14 Carroll Street
Caribou, ME 04736.....498-2578

Branch offices:
143 East Main Street
Fort Kent, ME 04743.....834-3918

106 Main Street
Parkview Terrace, Suite A2
Houlton, ME 04730.....532-9261

Cumberland County

Hospice of Maine
901 Washington Avenue, Suite 104
Portland, ME 04103-2797 1-800-479-4331
775-7231

Community Health and Nursing Services - Hospice Care
50 Baribeau Drive
Brunswick, ME 04401 729-6782

VNA Home Health Care
50 Foden Road
South Portland, ME 04106 1-800-757-3326
780-8624

Hancock County

Hancock County HomeCare Hospice
Water Street, PO Box 156
Blue Hill, ME 04614-0156 374-5510

Kennebec County

HealthReach Hospice
8 Highwood Street, PO Box 0829
Waterville, ME 04903-1568 873-1127
626-3430

HOSPICE SERVICES (CONT.)**Knox County**

Kno-Wal-Lin Coastal Family Hospice
170 Pleasant Street
Rockland, ME 04841 1-800-540-9561
594-9561

Miles Home Health Hospice Division
40 Belevedere Road
Damariscotta, ME 04543-8903 563-8160

Penobscot County

Community Health and Counseling Services
42 Cedar Street, PO Box 425
Bangor, ME 04402-0425 1-800-924-0366
947-0366

Home Health and Hospice of St. Joseph
St. Joseph Healthcare Park, 900 Broadway
Bangor, ME 04401-1902 1-800-646-5000
262-1810

Hospice of Eastern Maine
Eastern Maine Healthcare Mall
885 Union Street, Suite 250
Bangor, ME 04402 1-800-350-8269
973-8269

New Hope Hospice, Inc.
1344 Main Road, P.O. Box 757
Eddington, ME 04428 843-7521

Waldo County

Waldo County Home Health Care Services
Medical Hospice Program
119 Northport Avenue, PO Box 407
Belfast, ME 04915 338-2500

York County

Home Health Visiting Nurses
15 Industrial Park Road
Saco, ME 04072 1-800-660-4867
284-4566

New Hampshire

Portsmouth Derry/Salem Home Health & Hospice Services
95 Albany Street, Unit 11
Portsmouth, NH 03801 603-436-0815

Rochester Visiting Nurse Association
89 Charles Street
Rochester, NH 03867-3414 603-332-1133

Wentworth-Douglass Homecare and Hospice
113 New Rochester Road
Dover, NH 03820-8805 603-742-7921

INDEPENDENT LIVING SERVICES

There are a wide range of services for adults of all ages with disabilities. For more information:

Alpha One

Brewer V/TTY 1-800-300-6016
Presque Isle V/TTY 1-800-974-6466
South Portland V/TTY 1-800-640-7200

Alpha One does Independent Living Assessments to find out what is needed for a person with disabilities to live independently. It may result in a plan of services or referral to other resources. There is a charge for the assessment. Ask if you are eligible for a program to pay for this service.

Maine Consumer Information and Technology Training Exchange (CITE) has information about policies, programs and funding resources.

Augusta V/TTY 207-621-3195

Technical Exploration Center of United Cerebral Palsy of Northern Maine has information and samples of high and low tech assistance devices for people to try out.

Bangor V/TTY 207-941-2952

Department of Labor

Bureau of Rehabilitation Services 207-624-5950
Toll Free V/TTY 1-800-698-4440
Local/Out-of-state TTY 207-624-5955

INFORMATION AND OUTREACH SERVICES

Area Agency on Aging staff make home visits and help people complete applications for programs such as Food Stamps, Supplemental Security Income (SSI), Maine's Low Cost Drug Program for Elderly and Disabled people, Property Tax and Rent Refund and help paying Medicare premiums. Staff are also available by phone to answer questions about home care, transportation, health insurance, Meals on Wheels/Nutrition, government programs, legal services, housing and financial assistance. For more information, contact your local Area Agency on Aging. See pages 15-16 for addresses and phone numbers.

The Office of Elder Services, 287-9200, 1-800-262-2232, or TTY 1-800-606-0215 publishes the Resource Directory for Older People in Maine. They also have materials on topics such as Alzheimer's disease, Medicare, Medicare Supplemental Insurance (Medigap), living wills, powers of attorney and guardianship. There is also much more information on the Office of Elder Services' web site @ www.maine.gov/dhhs/beas.

LEGAL SERVICES FOR THE ELDERLY

Legal Services for the Elderly (LSE) provides free legal services state-wide to people age 60 and older. They operate **Advocates for Medicare Patients** and have telephone help-line. For more information call 1-800-750-5353.

LIVING WILLS (ADVANCE DIRECTIVES)

Living Wills are also called "Advance Directives." They are written instructions that explain your wishes regarding health care, should you have a terminal condition. They are called "living" wills, because they take effect while the person is still alive. The other type of Advance Directive is a "Durable Power of Attorney." A Durable Power of Attorney lets you name a person to make decisions for you if you become unable to do so. Contact the Office of Elder Services at 1-800-262-2232, or 287-9200 or TTY 1-800-606-0215, for pamphlets on these topics, and for forms.

www.maine.gov/dhhs/oes

LONG-TERM CARE ASSESSMENT

The State of Maine Long-term Care Assessment is for anyone who needs long-term care services and who wants to know which ones are available and affordable. The first step is a telephone screen to make sure you need an assessment. If you do, there is no charge, and the assessment is private. The assessment is done in your home, in the hospital, or nursing home by a Registered Nurse. The nurse uses a form called the “MED” (Medical Eligibility Determination form). The nurse will ask about the kinds of tasks you can do by yourself, what kinds of help you need, whether you have friends and family members or neighbors who can help you, what your income is, and other questions. For more information, or to have a telephone screen, call Goold Health Systems at 1-800-609-7893 or toll free V/TTY 1-888-720-1925. The free assessment is available throughout the state and is required for anyone entering a nursing home.

LONG-TERM CARE OMBUDSMAN (LTCOP)

Using paid staff and volunteers, the Ombudsman program investigates complaints about nursing homes, boarding homes, and home care services in Maine. Your call will be confidential. For more information, call 621-1079, or toll free and TTY at 1-800-499-0229.

LOW COST DRUGS FOR THE ELDERLY AND DISABLED PROGRAM

Maine’s Low Cost Drugs for the Elderly and Disabled Program helps to pay for prescription drugs for people whose income is no more than 185% of the federal poverty level. You must be age 62 or older; or age 19 or older and medically qualified for Social Security Disability Income (SSDI). If you spend more than 40% of your income on prescription drugs, the income level increases.

Basic Benefit:

- 80% minus \$2.00 of the cost of all generic prescription drugs on the Preferred Drug List.
- 80% minus \$2.00 of the cost of brand-name medications on the Preferred Drug List for the treatment of diabetes, heart disease, high blood pressure, chronic lung disease (emphysema and asthma), arthritis, anticoagulation, Hyperlipidemia (high cholesterol), incontinence, thyroid disease, osteoporosis (bone density loss), Parkinson’s disease, glaucoma, Multiple Sclerosis, and ALS (Lou Gehrig’s disease).

Supplemental Benefits:

The Supplemental benefit includes other drugs not covered in the Basic Benefit. The drugs must be medically necessary and supplied from participating manufacturers. Actual savings vary from drug to drug. DEL Members pay the State’s negotiated MaineCare rate minus \$2.00.

Low Cost Drugs Program (Cont.)

Catastrophic Spending Limit:

After a Member spends \$1,000 on eligible prescription drugs, the State pays 80% of the cost of all eligible prescription drugs, regardless of any disease or condition. The drugs must be medically necessary and supplied from companies with agreements with the State. Eligible prescription drugs are only those drugs that were covered by DEL on May 31, 2001. The Catastrophic Spending Limit is tracked from August 1st each year to July 31st of the following year.

- Some drugs require 'prior approval' for coverage.
- Coverage through DEL is funding of last report. Members with other prescription drug coverage must use those benefits first.
- Members with Medicare Part D coverage are eligible for DEL Wrap benefits only.
- The DEL PDL is posted at <http://www.mainearepdl.org/index.pl/pdlfiles>

Mainers of all ages with income under 350% of the federal poverty level may be eligible for prescription drug discounts through the **Maine Rx Plus Program**. The program provides discounts of 15% - 60% off retail prices for drugs on the MaineCare Preferred Drug List. The greatest savings are on generic drugs.

To request an application or for more information about the medications covered in the Low Cost Drugs for the Elderly & Disabled or the Maine Rx Plus Program, call:

**Toll free
TTY**

**1-866-796-2463
207-287-1828 OR
1-800-423-4331**

Your local Area Agency on Aging can tell you the current income guidelines and help you to apply. Call your local Area Agency on Aging at 1-877-353-3771.

MAINECARE (MEDICAID)

MaineCare is a federal-state program that pays for medical services provided to eligible people by physicians, hospitals, or other healthcare providers. If you receive Supplemental Security Income (SSI), you are automatically eligible for MaineCare. (SSI is a program that provides a monthly minimum income for people who are at least 65, or blind or disabled with limited income and resources. To find out if you qualify for SSI, call your nearest Social Security Office.)

If you receive Temporary Assistance for Needy Families (TANF) help (formerly known as AFDC), you are also automatically eligible for MaineCare.

If you are not in either of these programs but have a hard time paying for medical care, you may still be eligible for MaineCare.

There are two kinds of eligibility for MaineCare. You must be both financially and medically eligible to get help for care in a nursing home and for some kinds of care at home.

For more information, contact your Department of Health and Human Services regional office.

MED: MEDICAL ELIGIBILITY DETERMINATION

The MED is a form used when people ask for long-term care services. The letters M-E-D stand for Medical Eligibility Determination. The form is filled out by a nurse and looks at a person's abilities and limitations. After doing the MED the nurse will tell you whether or not you are medically qualified for certain services and let you know what other kinds of care might be available to you. The nurse is also able to tell you if you are likely to be financially eligible for MaineCare. The nurse will give you an application that has to be sent to the Office of Intergrated Access and Support. Financial eligibility for MaineCare services is determined separately by the Office of Intergrated Access and Support.

Having a MED assessment can also be useful in planning for services that may be needed in the future. It is free and confidential.

MEDICARE HOME CARE

If you are 65 or older or under 65 and disabled and receive Social Security or Railroad Retirement benefits you are eligible to receive Medicare to help pay for certain medical expenses.

In general, if you are covered under Medicare you may be eligible for skilled nursing care (time limited), physical, speech, or occupational therapy, medical social services, medical supplies, and/or help with medical equipment. In order to qualify for Medicare home health, your doctor must have determined that you need medical care in your home. You must be homebound, or be able to leave your home only for short periods with considerable and taxing effort, and your home health agency must be approved by Medicare.

If you think that you may be eligible for help from Medicare, you may want to talk to your doctor to see if he/she agrees and will write a plan of care for you. You may also contact a home health agency for more information.

MEALS ON WHEELS/NUTRITION

There are over 100 places in Maine where people can enjoy nutritious meals. Meals are also brought to homebound people in many areas of the state. Meals are for anyone age 60 or older and for younger people who are disabled. No fee is charged, but they ask for donations. For more information, contact your local Area Agency on Aging (see pages 15-16).

NURSING HOME DENIAL / DISCHARGE

If you or a family member have been receiving rehabilitation in a nursing home, but are found not eligible to stay there, the Office of Elder Services has two programs that may help. “Extraordinary Circumstances” and “Awaiting Placement in Residential Care”, are programs that provide short-term payment to nursing homes for residents who need financial help to stay in the nursing home until they can go back home or find another place to live. For more information, call:

1-800-262-2232 or 1-800-606-0215 (TTY).

www.maine.gov/dhhs/oes/

PAYING PRIVATELY FOR SERVICES

You can buy home care services with your own funds.
Contact an agency near you that provides the services you are looking for and ask about their costs. For each of the services listed in this booklet, you will find agencies in the county you live in, or in a county close by.

PERSONAL CARE ASSISTANCE SERVICES

Help in your home with bathing, dressing, cleaning, laundry, shopping and errands

NOTE: MANY AGENCIES SERVE MORE THAN ONE COUNTY

Androscoggin County

Arcadia Health Care
229 Center Street
Auburn, ME 04210.....786-3337

Central Maine Home Health Care
28 Sewall St.
Livermore Falls, ME 04254.....897-4320

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

PERSONAL CARE ASSISTANCE (Cont.)

Tender Touch, Inc.

P.O. Box 114
Minot, ME 04258.....998-3730

Aroostook County

Aroostook Area Agency on Aging
Eldercare Services
33 Davis Street, PO Box 1288
Presque Isle, ME 04769-1288764-3396

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

In Home Care
26 Central Street
Millinocket, ME 04462.....723-6707

Cumberland County

Arcadia Helath Care
17 Stanwood Street
Brunswick, ME 04011.....729-6900

Aging Excellence, Inc.
115 Middle Street
Portland, ME 04104.....771-0991

Aging Excellence
113 Pleasant Street
Brunswick, ME 04011.....729-0991

Serving Kennebec, Lincoln, Cumberland, Sagadahoc
Counties

Assist with Staffing
Rt. 11 & Sand Road
P.O. Box 1085
Naples, ME 04055.....693-6390

Cedar Oaks Home Care
153 Braintree St.
Portland, ME 04103.....797-4403

Home Care Solutions
149 Spurwink Rd.
Scarborough, ME 04074.....799-6387

Dudleys Home Care
40 Corey Road
Cumberland, ME 04021.....829-0967

Gloria’s Helping Hands
P.O. Box 33
Sebago Lake, ME 04075 797-3866

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

PERSONAL CARE ASSISTANCE (Cont.)

Home Instead Senior Care

31 Main Street
Gorham, ME 04083.....839-0441

Home Support Services, LLC
110A Tandberg Trail
Windham, ME 04062.....892-1454

Independent Home Care
14 Slocum Drive, P.O. Box 2244
South Portland, ME 04116.....741-9133

In-His Name Home Health
RR #2, Box 867
Bridgton, ME 04009.....647-8718

In-Home Senior Services, Inc.
980 Forest Avenue
Portland, ME 04901.....797-0202

Interim Assisted Care
72 Atlantic Place
South Portland, ME 04106.....1-800-775-3366
775-3366

Leisure Garden Services
162 Academy St.
Presque Isle, ME 04769.....764-7322

Maine Life Care Retirement
Community, Inc.
D/b/a Piper shores

15 Piper Road
Scarborough, ME 04074.....883-8700

McDonnell Associates, Inc.
138 Foreside Rd.
Cumberland, ME 04110.....781-9074

Medical Staffing Network, Inc.
400 Riverside Street
Portland, ME 04103.....797-4254

My Heart Will Go On Healthcare
P.O. Box 1541
Portland, ME 04104-1541.....780-1358

New England Family Healthcare
584 Main Street
South Portland, ME 04116-2648.....767-7339

Pine Tree Home Health Care, Inc.
P.O. Box 88
New Gloucester, ME 04260.....926-6190

Pleasant Caring Atmosphere
P.O. Box 10876
Portland, ME 04104.....878-8624

PERSONAL CARE ASSISTANCE (Cont.)

Southern Me. Agency on Aging

d/b/a Larrabee Village
30 Liza Harmon Dr.
Westbrook, ME 04092.....854-6808

Staffers of Maine
6 Brand Rd.
Windham, ME 04062.....892-8107

Terison's Assisted Home Care
P.O. Box 486
Cumberland, ME 04021.....829-5296

Hancock County

Angel Hands
P.O. Box 9
Sullivan, ME 04664.....422-4043

Blue Berry Hill Home Care
P.O. Box 53
Hancock, ME 04640.....422-6854

Branches Homecare Services
P.O. Box 906
Wiscasset, ME 04578.....667-9856

Home Care for Maine
211 Maine Avenue
P.O. Box 358

Gardiner, ME 04345.....582-8001
1-800-639-3084

MDI & Ellsworth Housing Authorities
80 Mount Desert Street, PO Box 28
Bar Harbor, ME 04609.....288-4770

One Step Home Care
11 Hancock Street
Ellsworth, ME 04605.....667-7926

Kennebec County

A Better Choice Home Care
47 Webber Pond Rd.
Vassalboro, ME 04989.....623-9499

Angel's Care
4 Stone Street Pl.
Farmingdale, ME 04344.....582-6254

Assistance Plus-PCA Services
1604 Benton Avenue
Benton, ME 04901.....453-4708

Bridges
P.O. Box 2589
Augusta, ME 04338-2589.....1-800-876-9212

PERSONAL CARE ASSISTANCE (Cont.)

Home Care for Maine

211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Lee's Helping Home
76 Laskey Lane
Hampden, ME 04444.....877-8336

Care and Comfort
105 Kennedy Memorial Drive
Waterville, ME 04901872-5300
1-800-366-5302

Branch Office:

1222 Hammond Street
Bangor, ME 04401.....992-2535
1-877-784-6993

104 Temple Road
West Farmington, ME 04992.....778-5515
1-866-397-3350

P.O. Box 768
Machias, ME 04654.....255-6268
1-866-648-2832

P.O. Box 1429
Presque Isle, ME 04769.....764-3071
1-866-764-3071

Child Care Alternatives/d/b/a Caring Angels
5 Burrill Street
Waterville, ME 04901877-8336
Cyr Quality Care & Cleaning
185 Water St.
Waterville, ME 04901.....861-9532

Danny & Friends
RR 1 Box 835
Augusta, ME 04330..... 622-7437

Dawn E. Minoty PCA
7 Wings Mills Rd.
Readfield, ME 04355..... 458-1841

Gentle Hands Agency
202 Town Farm Rd.
Oakland, ME 04963..... 465-2142

Helping Hands
410 China Road
Winslow, ME 04901..... 873-0011

Home Care for Maine
211 Maine Avenue
Farmingdale, ME 04344..... 582-8001

Maine-ly Elder Care
28 Center Street
Oakland, ME 04963 465-3249

Personal Care Solutions
8 Burrill Street
Waterville, ME 04901 872-4970

PERSONAL CARE ASSISTANCE (Cont.)

Senior Options
972 Main St.
Monmouth, ME 04259..... 933-5973

Knox County

PALS, Inc.
P.O. Box 309
Camden, ME 04843..... 594-5805

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345..... 582-8001
1-800-639-3084

Hummingbird Home Care
134 High St.
Warren, ME 04864..... 273-3265

Lincoln County

Branches Homecare Services
P.O. Box 906
Wiscasset, ME 04578..... 882-4613

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345..... 582-8001
1-800-639-3084

Serviau, LLC
35 River Rd.
Edgecomb, ME 04556..... 633-6678

Oxford County

Aging Excellence
 466 Main Street
 Lewiston, ME 04240.....376-3031
 Serving Oxford, Androscoggin Counties

Home Care for Maine
 211 Maine Avenue
 P.O. Box 358
 Gardiner, ME 04345.....582-8001
 1-800-639-3084

Personal Care
 Campground Road
 P.O. Box 626
 Oxford, ME 04270.....539-2531

Personal Touch Home Care, Inc.
 6 Western Avenue, 1st Floor Front
 P.O. Box 159
 South Paris, ME 04289-0100 743-2700

Tender Hearts Home Care
 19 Gates Hill Rd.
 W. Paris, ME 04289.....674-2103

PERSONAL CARE ASSISTANCE (Cont.)

Penobscot County

Arcadia Health Care

12 Acme Road, Suite 209
 Brewer, ME 04412.....989-5155

Aging Excellence
 263 State Street, Suite 31
 Bangor, ME 04401.....771-0991
 Serving Waldo, Hancock Penobscot County, Piscataquis
 Somerset, Franklin, Knox

Always There ElderCare
 Phillips Road, P.O. Box 50
 Levant, ME 04456884-6311

Area Home Care
 P.O. Box 547
 Lincoln, ME 04457794-2805

Caring & Sharing
 165 Holmes Street
 Dover-Foxcroft, ME 04401561-2714
 1- 888-564-2715

Caring Hands Providers
 193 Central St., Ste. 3
 Millinocket, ME 04457.....1-888-574-7232

Coastal Home Health Care
 25 Douglas Highway
 Ellsworth, ME 04605.....843-5755
 Eastern Agency on Aging
 450 Essex Street
 Bangor, ME 04401.....941-2865

Elder Care @ Home Org.

231 Main Road
 Holden, ME 04429.....989-8484

Home Care for Maine
 211 Maine Avenue
 P.O. Box 358
 Gardiner, ME 04345.....582-8001
 1-800-639-3084

Homespun Care
 273 Hanson Ridge Road
 Springvale, ME 04083.....324-6149

New Hope Private Duty Division
 1344 Main Road
 P.O. Box 757
 Holden, ME 04429.....843-7521

Lee’s Helping Home
 76 Laskey Lane
 Hampden, ME 04444.....862-2643

Main Homecare Services
 RR #3, Box 1722
 Carmel, ME 04419.....848-5533

PERSONAL CARE ASSISTANCE (Cont.)

One Step.....Home Care Services
 263 State Street, Suite 8
 Bangor, ME 04401 947-4417

PCA Services of Maine
 PO Box 6305
 Bangor, ME 04402-6305848-7252

Personal Link, Inc.
 509 Kenduskeag Ave.
 Bangor, ME 04401.....827-9449

Premier Home Care
 277 State Street
 Bangor, ME 04401.....942-3584

Sagadahoc County

Colleen Care
 P.O. Box 53
 Woolwich, ME 04579.....729-4440

Hearthside Senior Assistance
 267 Old Stage Rd.
 Arrowsic, ME 04530.....442-7764

Home Care for Maine
 211 Maine Avenue
 P.O. Box 358
 Gardiner, ME 04345.....582-8001
 1-800-639-3084

Somerset County

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

The Farm
P.O. Box 236
Madison, ME 04950.....696-5714

Waldo County

Atwork Helping Hands Services
P.O. Box 96
Brooks, ME 04921.....722-3568

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

PERSONAL CARE ASSISTANCE (Cont.)

Washington County

Home Care for Maine
211 Maine Avenue

P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

HomeMaker's Plus
124 South Street
Calais, ME 04619454-3709

York County

Arcadia Health Care
455 Main Street
Springvale, ME 04083.....324-3400

Aging Excellence-Saco
26 Common Street
Saco, ME 04072.....283-0991

Aging Excellence
9 Western Avenue
Lower Village
Kennebunk, ME967-5400

Angel Touch Healthcare
12 Paul's Way
Limington, ME 04049.....637-2654

Anytime Services for Seniors
Moderation Street
West Buxton, ME 04093-0568.....1-800-782

Gentlecare
18 Orchard Lane, P.O. Box 385
York Harbor, ME 03911.....363-2821

Home Care for Maine
211 Maine Avenue
P.O. Box 358
Gardiner, ME 04345.....582-8001
1-800-639-3084

Home Companions Assoc. of N.E.
378 Main St.
Saco, ME 04072.....286-0505

Home Instead Senior Care
31 Main St.
Gorham, ME 04038.....839-0441

Independent Home Care
P.O. Box 2244
So. Portland, ME 04116.....934-5333

Partners in Caregiving
4 Shaws Hill Drive
Biddeford, ME 04005.....283-1275

PERSONAL CARE ASSISTANCE (Cont.)

Salmon Falls Home Health
P.O. Box 154
Bar Mills, ME 04004.....929-8573

Truslow Adult Day Center

333 Lincoln Street
Saco, ME 04072.....283-0166

Anytime Services for Seniors
Moderation Street
West Buxton, ME 04093-0568.....1-800-782-1474

New Hampshire

Right At Home of Southern Maine
1804 White Cedar Blvd.
Portsmouth, NH 03801.....603-422-8868

PROPERTY TRANSFER

If you transferred or gave away anything of value, such as money, stocks, bonds or property, to anyone other than your spouse and did not get something of equal value in return, MaineCare may not help you with the cost of your nursing home bills. This rule also applies if your spouse transferred anything. For more information, contact your local Office of Integrated Access and Support, Department of Health and Human Service office (see pages 17-18).

<http://www.maine.gov/dhhs/DHSaddresses.htm>

RELEASE OF INFORMATION

If you decide to get help from an agency such as a home health agency, you will be asked to sign a “release of information” form. Signing this form means that you allow the agency to share your medical and other relevant records only with those people, departments, or agencies listed on the form. It also means that you give permission for the agency to get information from the people, department and agencies listed on the form.

RESOURCE DIRECTORY FOR OLDER PEOPLE IN MAINE

This booklet has information on all sorts of topics of interest to older people in Maine, such as employment training, food stamps, residential and institutional care, tax preparation, and volunteer opportunities. It also has the addresses and phone numbers of Maine’s five Area Agencies on Aging; Community Action Programs; Department of Health and Human Services, Regional offices; Employment Service agencies, and transportation providers. It is published by the Office of Elder Services and is free. Call 1-800-262-2232, 207-287-9200 , or 1-800-606-0215 (TTY). The Resource Directory is also available on the Internet:

[www.maine.gov /dhs/oes](http://www.maine.gov/dhs/oes)

SOCIAL SECURITY

The national toll free number for Social Security is 1-800-772-1213. For the number of your local Social Security office, look in your phone book under United States Government, Social Security Administration.

SUPPLEMENTAL SECURITY INCOME (SSI)

SSI guarantees a minimum monthly income to people who are at least 65 years old, or blind or disabled with limited income and resources. If you receive SSI, you are automatically eligible for MaineCare. To find out if you qualify, contact your nearest Social Security office.

SUPPORT GROUPS

Support groups can be very helpful. If you are caring for a family member or friend with Alzheimer's Disease or some other form of dementia, contact the Alzheimer's Association, Maine Chapter, at 1-800-660-2871. Your local Area Agency on Aging and local hospitals have information on other types of support groups.

TRANSPORTATION PROVIDERS

Buses, vans, or individual drivers can help you get to doctor's offices, clinics, and pharmacies in most parts of the state. Check with your local Area Agency on Aging or see the list of transportation providers in the Resource Directory for Older People.

TTY (Teletypewriter Device for the Deaf)

TTY is a teletypewriter device that permits people who are deaf, hard of hearing, or speech impaired to communicate over telephone lines with other TTY users. To send and receive typewritten messages, the user places the telephone receiver into the special device on the TTY. To find out how to get a TTY call

Department of Labor
Bureau of Rehabilitation Service
Division of Deafness
Toll Free Voice/TTY.....1-800-698-4440

WEATHERIZATION AND HOME REPAIR

Minor home repair to things like doors, steps, and windows is available through some Area Agencies on Aging and Community Action Programs. You are usually responsible for the cost of supplies.

Money may be available to people with low incomes for weatherization projects such as furnace repair, caulking windows, and insulation. Contact your local Community Action Agency.

NON-DISCRIMINATION NOTICE

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 1981, 2000d et seq.) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), the Age Discrimination Act of 1975, as amended (42 U.S.C. § 6101 et seq.), Title II of the Americans with Disabilities Act of 1990 (42 U.S.C. § 12131 et seq.), and Title IX of the Education Amendments of 1972, (34 C.F.R. Parts 100, 104, 106 and 110), the Maine Department of Health and Human Services does not discriminate on the basis of sex, race, color, national origin, disability or age in admission or access to, or treatment or employment in its programs and activities. We are committed to providing services to people who have Limited English Proficiency (LEP) To LEP individuals seeking services from DHHS, qualified interpreters are available at no cost to the client to help communicate with the department.

A Civil Rights Compliance Coordinator, has been designated to coordinate our efforts to comply with the U.S. Department of Health and Human Services regulations (45 C.F.R. Parts 80, 84, and 91), the Department of Justice regulations (28 C.F.R. part 35), and the U.S. Department of Education regulations (34 C.F.R. Part 106) implementing these Federal laws. Inquiries concerning the application of these regulations and our grievance procedures for resolutions of complaints alleging discrimination may be referred to Civil Rights Compliance Coordinator at 221 State Street, Augusta, ME 04333, Telephone number: (207) 287-4289 (Voice) or 1-800-606-0215 (TTY), or the Assistant Secretary of the Office of Civil Rights of the applicable department (e.g. the Department of Education), Washington, D.C.

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Maine Department of Health and Human Services

Office of Elder Services